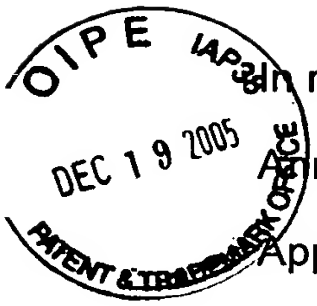


IN THE UNITED STATES PATENT AND TRADEMARK OFFICE



In re Patent Application of

Anna Maria Zara et al.

Application No.: 09/666,910

Filed: September 21, 2000

For: INTELLIGENTLY CLASSIFYING
AND HANDLING USER REQUESTS
IN A DATA SERVICE SYSTEM

) MAIL STOP RCE

) Group Art Unit: 3639

) Examiner: IGOR N. BORISSOV

) Confirmation No.: 7529

AMENDMENT UNDER 37 C.F.R. §1.114

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

In response to the final Office Action dated September 26, 2005, a Request for Continued Examination having been filed herewith, please amend the above-identified patent application as follows: